

PTO/SB/08A (08-03)

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Substitute for form 1449/PTO

INFORMATION DISCLOSURE STATEMENT BY APPLICANT

(Use as many sheets as necessary)

Complete if Known

Application Number	09/825,589
Filing Date	04/03/2001
First Named Inventor	David Andre
Art Unit	2451 362)
Examiner Name	unknown
Attorney Docket Number	BLPU.P001

Sheet	1	of	2
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U. S. PATENT DOCUMENTS

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FOREIGN PATENT DOCUMENTS

Examiner Initials*	Cite No. ¹	Foreign Patent Document	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages Or Relevant Figures Appear	T ²
		Country Code ³ Number ⁴ Kind Code ⁵ (if known)				
X-1		EP 0 863 651 A2	09-09-1998	Lucent Technolo		
	1					

**Examiner
Signature**

Date
Considered

12-17-07

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant. ¹ Applicant's unique citation designation number (optional). ² See Kinds Codes of USPTO Patent Documents at www.uspto.gov or MPEP 901.04. ³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST.16 if possible. ⁶ Applicant is to place a check mark here if English language. Translation is attached.

This collection of information is required by 37 CFR 1.97 and 1.98. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

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PTO/SB/088 (08-03)

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INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use as many sheets as necessary)		Complete if Known			
		Application Number	09/825,589		
		Filing Date	04/03/2001		
		First Named Inventor	David Andre		
		Art Unit	2154 3623		
		Examiner Name	unknown		
Sheet	2	of	2	Attorney Docket Number	BLPU.P001

NON PATENT LITERATURE DOCUMENTS			
Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
JCS		Institute of Electronic et al: "Performance modelling of automatic call distributors: assignable grade of service staffing". Proceedings of the International Switching Symposium. Yokohama, Oct. 25-30, 1992. Tokyo, IEICE, JP. Vol 2 Symp. 14, 25 Oct. 1992. Pages 294-298 XP000337733	
JCS		Jackson et al: "Queues with dynamic priority discipline". Management Science, Institute of Management	
JCS		Kleinrock et al: "Queueing systems volume 55-68 II: computer applications". Queueing Systems, J.C. B	

Examiner Signature		Date Considered	12-17-04
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Substitute for form 1449A/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT (use as many sheets as necessary)				Complet if Kn wn Application Number 09/825,589 Filing Date April 3, 2001 First Named Inventor David Andre Group Art Unit 2151 3623 Examiner Name Unknown Attorney Docket Number BLPU.P001	
Sheet	1	of	1		

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Examiner Signature		Date Considered	12-17-04
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¹ Unique citation designation number. ² See attached Kinds of U.S. Patent Documents. ³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. ⁶ Applicant is to place a check mark here if English language Translation is attached.

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INFORMATION DISCLOSURE CITATION OFFICE PTO-1449 MAY 03 2001		ATTY. DOCKET NO. 20191-701		SERIAL NO. 09/825,589			
		APPLICANT David Andre, et al.					
		FILING DATE 4/3/2001		GROUP N/A 3623			
U.S. PATENT DOCUMENTS							
EXAMINER'S INITIALS	PATENT NO.	DATE	NAME	CLASS	SUBCLASS	FILING DATE	
JCS	6,044,355	3/28/2000	Crockett, et al.	705	8	7/9/1997	
JCS	5,325,292	6/28/1994	Crockett	364	401	7/28/1994	
JCS	4,510,351	4/9/1985	Costello	179	27	10/28/1982	
JCS	5,185,780	2/9/1993	Leggett	379	34	10/12/1990	
JCS	5,289,368	2/22/1994	Jordan, et al.	364	401	10/12/1990	
JCS	5,369,570	11/29/1994	Parad	364	401	11/14/1991	
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JCS	5,481,667	1/2/1996	Bieniek, et al.	395	161	2/13/1992	
FOREIGN PATENT DOCUMENTS							
EXAMINER'S INITIALS	PATENT NO.	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION	
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						<input type="checkbox"/>	<input type="checkbox"/>
						<input type="checkbox"/>	<input type="checkbox"/>
OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)							
EXAMINER <i>[Signature]</i>				DATE CONSIDERED 12-17-04			

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INFORMATION DISCLOSURE CITATION PTO-1449 MAY 03 2001 U.S. PATENT & TRADEMARK OFFICE		ATTY. DOCKET NO. 20191-701		SERIAL NO. 09/825,589			
		APPLICANT David Andre, et al.					
		FILING DATE 4/3/2001		GROUP N/A 3623			
U.S. PATENT DOCUMENTS							
EXAMINER'S INITIALS	PATENT NO.	DATE	NAME	CLASS	SUBCLASS	FILING DATE	
JCS	5,917,485	6/29/1999	Spellman, et al.	345	336	5/7/1997	
JCS	6,021,403	2/1/2000	Horvitz, et al.	706	45	7/19/1996	
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EXAMINER'S INITIALS	PATENT NO.	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION	
						YES	NO
	WO 00/08556	17/02/2000	PCT	G06F	9/44	<input type="checkbox"/>	<input type="checkbox"/>
						<input type="checkbox"/>	<input type="checkbox"/>
						<input type="checkbox"/>	<input type="checkbox"/>
						<input type="checkbox"/>	<input type="checkbox"/>
						<input type="checkbox"/>	<input type="checkbox"/>
OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)							
JCS	Dennis Cox, "Handling Multi-Media Work"; A Pipkins White Paper; www.pipkins.com; March 12, 2001; Pages 1-3						
JCS	Pipkins, Inc.; "SkillSense™ Scheduling; www.pipkins.com; March 12, 2001; Pages 1-2						
JCS	Pipkins, Inc.; "Merlang® Algorithms; www.pipkins.com; March 12, 2001; Pages 1-2						
JCS	Dennis Cox; "Skill Based Routing vs. Skill Set Scheduling; A Pipkins White Paper; www.pipkins.com; March 12, 2001; Pages 1-6						
JCS	Pipkins, Inc.; "Skill Set Scheduling"; www.pipkins.com; March 12, 2001; Pages 1-4						
EXAMINER 		DATE CONSIDERED 12-17-04					

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